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TOWING ADMINISTRATION ADVISORY COMMITTEE MEETING SUMMARY DRAFT FINAL

May 23, 2023 • 3:30 PM – 5:00 PM

Zoom Meeting Call

Subcommittee Members	Position	Affiliation	Present
Donny Callahan	Chair	Gerlock Towing	Yes
Steve Koester	Committee Member	Port of Portland	No
Amelia Brown	Committee Member	Portland Police Records	Yes
Francis Cop	Committee Member	Multnomah County Sheriff's Office	No
Ae Young Lee	Committee Member	Member-at-Large	Yes
Scott Bradley	Committee Member	Member-at-Large	Yes
Robert Riscoe	Committee Member	ODOT	Yes
Eric Chitoubol	Committee Member	City of Portland Fleet Services	Yes
Kerensa Mauck	Committee Member	Multnomah County Fleet Services	No
Todd DeWeese	Committee Member	Bureau of Emergency Communications	Yes
Devin Edwards	Towing Company	Speeds Super Tow	No
Clark Tenny	Towing Company	21 Century	No
Mark Williams	PBOT	Interim Parking and Regulatory Group Director, PBOT	No
Csilla Wischner	PBOT	Regulatory Division	Yes
Tim Moore	PBOT	Towing Administration	Yes
Matthew Erickson	PBOT	Regulatory Division	No
Glen Fullilove	City Attorney	City Attorney's Office	No
Tracy M. Smith	Facilitator	Inhance LLC	Yes
Camerina Galvan	Notetaker	Galvan Consulting LLC	Yes
Vacant	Vice-Chair		N/A

Subcommittee Members	Position	Affiliation	Present
Vacant	PBOT Parking Enforcement		N/A
Vacant	Member-at-Large		N/A
Vacant	Member-at-Large		N/A

OTHER ATTENDEES: Paul Walters, Northwestern Towing; James Jerome, Northwestern Towing; Geoff Bowyer, ODOT.

WELCOME AND INTRODUCTIONS: TRACY M. SMITH, FACILITATOR

- Donny Callahan called the meeting to order at 3:35 PM.
- A quorum was met.

ANNOUNCEMENT FROM COMMITTEE MEMBERS: DONNY CALLAHAN, CHAIR

- No announcements.

APPROVAL OF 04/25/2023 MEETING SUMMARY: DONNY CALLAHAN, CHAIR

- Approved: Final draft April 25, 2023, Meeting Summary
- All action items were completed except for Action Item 25.
 - Action Item 17 follow-up: Amelia Brown reported that the Aries ISO App works well, except the officer is unsure which tow company is responding. Amelia Brown has shared the app with her supervisors and hopes more officers will utilize it.
 - **ACTION ITEM:** Amelia Brown will forward Tim Moore the email regarding the Aries ISO app not indicating the tow company responding.

PUBLIC COMMENTS: DONNY CALLAHAN, CHAIR

- No public comment.

PBOT UPDATES: TIM MOORE, PBOT

- **RFP Update and Questions:** The RFP has been published and is due in May 2023. Questions can be directed to Nichelina Almirol-Robbins at nichelina.almirolrobbins@portlandoregon.gov
- **Private Property Impound (PPI) Code Update:** PPI Code changes require public comment; decorum during Tow Administration Advisory Committee meetings will be important. People in the industry are invited to direct questions to Tim Moore or Csilla Wischner offline or during the committee meeting.
- **VIN Inspector Update:** PBOT is on the cusp of training VIN Inspectors.

DISCUSSION: TOPIC SUBMISSION: MONTHLY TOWING REPORTS: TIM MOORE, PBOT

- The towing report will be published monthly on the PBOT website. A memo will be sent to the towing companies. This item will be included in the PBOT Updates section during the next Tow Administration Advisory Committee meeting.

- **ACTION ITEM:** Tim Moore will work with AutoReturn to prepare the PBOT website and report for monthly publishing.

DISCUSSION: TOPIC SUBMISSION: ADD CONDITIONS FOR ELECTRIC VEHICLE (EV) STORAGE TO THE CONTRACT: DONNY CALLAHAN, CHAIR

- Donny Callahan has yet to find examples of contracts addressing EV storage.
- Paul Walters shared in the chat, "We just purchased a storage unit for hazardous EV units. It would be interesting to find out about the storage rate aspect."
- PBOT has been researching the topic and will not rush into a code or contract update for now.
- This topic will be discussed at the next committee meeting.

ACTION ITEM: OMBUDS OFFICE CONTRACT RECOMMENDATION 1: TIM MOORE, PBOT

- The OMBUDS office made the following recommendation: The Ombudsman understands that PBOT is proposing to add contract language allowing the City to tow a vehicle from a tow company lot if the City is satisfied with the sufficiency of the ownership documents. The owner could then reclaim it. The Ombudsperson agrees that this is likely to resolve this issue.
- Tim Moore assured that these scenarios are rare. He has had conversations offline with towers and feels the concerns have been addressed.
- The recommendation will lift the liability from the towing company, and the City of Portland will do its due diligence. The recommendation will not repossess vehicles from the towing company.
- The City of Portland will adopt the OMBUDS Office Contract Recommendation 1 with adjustments to the language.
- The intent of the recommendation is as follows:
 - Upon receiving a complaint, the OMBUDS Office will open an investigation to determine the circumstances. The City's legal team and risk managers will assess the risk. If approved, the OMBUDS Office will talk with the tower, vehicle owner, and PBOT Regulatory Group to arrange for the PBOT to re-tow the vehicle and return it to the owner. PBOT will pay the tower for the tow and the storage.
- No motion was made because the recommendation is a contract issue.

ACTION ITEM: OMBUDS OFFICE CONTRACT RECOMMENDATION 2: TIM MOORE, PBOT

- The OMBUDS office made the second recommendation: PBOT should require tow companies involved with City- ordered tows to agree to forgo additional fees beyond the auction price.
- Tim Moore has had conversations offline with towers and management. He advised PBOT to refrain from proceeding with the OMBUDS office Contract Recommendation 2.
- The City of Portland will likely still move forward with OMBUDS office Contract Recommendation 2 with new language that will allow the City to vet the tow company records if they receive a complaint from the public about lien fee overcharges.
- No motion was made because the recommendation is a contract issue.

NEXT STEPS: OMBUDS OFFICE CONTRACT RECOMMENDATIONS: TIM MOORE, PBOT

- The recommendation language has yet to be drafted, and PBOT must respond to the OMBUDS Office Memo.
- If PBOT management doesn't meet the contract language deadline by this week, the recommendations will not be included in the contract.
 - **ACTION ITEM:** Tim Moore will share the draft language with the committee members.
- Committee members are encouraged to review the verbiage and respond in writing to Tim Moore to generate a public record.

THE MEETING WAS ADJOURNED AT 4:16 PM.

NEXT MEETING: The next meeting will be Tuesday, June 27, 2023, 3:30 PM – 5 PM.

Submitted by Camerina Galván, Notetaker, Galvan Consulting LLC.